Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Transportation	Application Services	Danielle Hood	14 / 1	3 / 0	17 / 1
		Dustin Crump	15 / 0	0 / 0	15 / 0
		Tony Larsen	2 / 0	0 / 0	2 / 0
		Assigned to Individual Total	31 / 1	3 / 0	34 / 1
	Enterprise Security	Dan Cook	1 / 0	0 / 0	1 / 0
		Jed Johnson	2 / 0	0 / 0	2 / 0
		Sharon Smith	2 / 0	0 / 0	2 / 0
		Assigned to Individual Total	5 / 0	0 / 0	5 / 0
	Help Desk	Brenda Treadway	28 / 28	0 / 0	28 / 28
		Dawn Wayment	1 / 0	0 / 0	1 / 0
		Eileen Dubach	10 / 10	0 / 0	10 / 10

Transportation

			Low	Medium	FCR Total
Transportation	Help Desk	James Stearns	11 11	0 0	11 11
		Julie VanBeekum	26 24	0 0	26 24
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	18 14	0 0	18 14
		Assigned to Individual Total	95 87	0 0	95 87
	Metro A Help Desk	Ed Conrad	1 1	0 0	1 1
		Edward Fortner	2 2	0 0	2 2
		Liz Evans	1 1	0 0	1 1
		Assigned to Individual Total	4 4	0 0	4 4
	Metro B Help Desk	Val Shepherd	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro C Help Desk	Chris Olson	1 1	0 0	1 1
		Diane Christensen	38 38	0 0	38 38
		Karen Gross	61 50	0 0	61 50

Transportation

			Low	Medium	FCR Total
Transportation	Metro C Help Desk	Assigned to Individual Total	100 89	0 0	100 89
	Metro C Hosting	Jason Wihongi	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C West Desktop Support	Cody Flanders	4 0	0 0	4 0
		Hal Wold	3 0	0 0	3 0
		Jeff Bench	24 22	0 0	24 22
		Mike Larsen	4 1	0 0	4 1
		Shane Squire	17 3	0 0	17 3
		Shellie Ramsay	12 9	0 0	12 9
		Torrens Arnold	1 1	0 0	1 1
		Assigned to Individual Total	65 36	0 0	65 36
	Network Operations	Jesse Fausett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	PCHELPS Gmail	Chris Olson	3 2	0 0	3 2

Transportation

			Low	Medium	FCR Total
Transportation	PCHELPS Gmail	Assigned to Individual Total	3 2	0 0	3 2
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0
		Jessica Purcell	3 3	0 0	3 3
		Randy Graham	60 58	0 0	60 58
		Richard Packer	14 8	0 0	14 8
		Todd Hardy	8 7	0 0	8 7
		Assigned to Individual Total	86 76	0 0	86 76
	Rural North Desktop Support	Lori Hartzell	1 0	0 0	1 0
		Robert Stock	19 12	0 0	19 12
		Rodney Peterson	2 0	0 0	2 0
		Wayne Higgs	2 0	0 0	2 0
		Assigned to Individual Total	24 12	0 0	24 12
	Rural South Desktop Support	Doug Chaston	27 27	0 0	27 27
		Doug Thornton	3 0	0 0	3 0

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Transportation

			Low	Medium	FCR Total
Transportation	Rural South Desktop Support	Joel Finlinson	97 95	0 0	97 95
		Lance Nay	1 0	0 0	1 0
		Scott Jesienouski	1 0	0 0	1 0
		Assigned to Individual Total	129 122	0 0	129 122
	Strategic Communications	Dennis Rogers	4 0	0 0	4 0
		Assigned to Individual Total	4 0	0 0	4 0
	Technical Lead/Project Manager	Corona Ngatuvai	3 0	0 0	3 0
		Danielle Hood	5 1	1 0	6 1
		John Stephenson	9 0	0 0	9 0
		Mark Lowe	3 0	0 0	3 0
		Mart Gardner	21 0	0 0	21 0
		Martin Gonzalez	6 6	0 0	6 6
		Assigned to Individual Total	47 7	1 0	48 7
	Voice Operations	Gail Christiansen	1 0	0 0	1 0

Transportation

			Low	Medium	FCR Total
Transportation	Voice Operations	Romanza Hamblin	1	0	1
		Sorensen	1	0	1
		Assigned to Individual Total	2	0	2
			1	0	1
	Assigned Group Total		597	5	602
			438	0	438
Customer Company Total			597	5	602
			438	0	438

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MIR Total**
Transportation	Application Services	Danielle Hood	14 11	3 3	17 14
		Dustin Crump	15 13	0 0	15 13
		Tony Larsen	2 1	0 0	2 1
		Assigned to Individual Total	31 25	3 3	34 28
	Enterprise Security	Dan Cook	1 1	0 0	1 1
		Jed Johnson	2 1	0 0	2 1
		Sharon Smith	2 2	0 0	2 2
		Assigned to Individual Total	5 4	0 0	5 4
	Help Desk	Brenda Treadway	28 8	0 0	28 8
		Dawn Wayment	1 1	0 0	1 1
		Eileen Dubach	10 1	0 0	10 1

Transportation

			Low	Medium	MIR Total
Transportation	Help Desk	James Stearns	11 1	0 0	11 1
		Julie VanBeekum	26 4	0 0	26 4
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	18 4	0 0	18 4
		Assigned to Individual Total	95 19	0 0	95 19
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Edward Fortner	2 0	0 0	2 0
		Liz Evans	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Diane Christensen	38 1	0 0	38 1
		Karen Gross	61 4	0 0	61 4

Transportation

			Low	Medium	MIR Total
Transportation	Metro C Help Desk	**Assigned to Individual Total**	100 5	0 0	100 5
	Metro C Hosting	Jason Wihongi	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro C West Desktop Support	Cody Flanders	4 0	0 0	4 0
		Hal Wold	3 0	0 0	3 0
		Jeff Bench	24 1	0 0	24 1
		Mike Larsen	4 0	0 0	4 0
		Shane Squire	17 3	0 0	17 3
		Shellie Ramsay	12 0	0 0	12 0
		Torrens Arnold	1 0	0 0	1 0
		Assigned to Individual Total	65 4	0 0	65 4
	Network Operations	Jesse Fausett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	PCHELPS Gmail	Chris Olson	3 0	0 0	3 0

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Transportation

			Low	Medium	MIR Total
Transportation	PCHELPS Gmail	**Assigned to Individual Total**	3 0	0 0	3 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0
		Jessica Purcell	3 0	0 0	3 0
		Randy Graham	60 1	0 0	60 1
		Richard Packer	14 0	0 0	14 0
		Todd Hardy	8 0	0 0	8 0
		Assigned to Individual Total	86 1	0 0	86 1
	Rural North Desktop Support	Lori Hartzell	1 0	0 0	1 0
		Robert Stock	19 4	0 0	19 4
		Rodney Peterson	2 1	0 0	2 1
		Wayne Higgs	2 0	0 0	2 0
		Assigned to Individual Total	24 5	0 0	24 5
	Rural South Desktop Support	Doug Chaston	27 0	0 0	27 0
		Doug Thornton	3 1	0 0	3 1

Transportation

			Low	Medium	MIR Total
Transportation	Rural South Desktop Support	Joel Finlinson	97 2	0 0	97 2
		Lance Nay	1 0	0 0	1 0
		Scott Jesienouski	1 0	0 0	1 0
		Assigned to Individual Total	129 3	0 0	129 3
	Strategic Communications	Dennis Rogers	4 0	0 0	4 0
		Assigned to Individual Total	4 0	0 0	4 0
	Technical Lead/Project Manager	Corona Ngatuvai	3 1	0 0	3 1
		Danielle Hood	5 2	1 1	6 3
		John Stephenson	9 3	0 0	9 3
		Mark Lowe	3 0	0 0	3 0
		Mart Gardner	21 14	0 0	21 14
		Martin Gonzalez	6 4	0 0	6 4
		Assigned to Individual Total	47 24	1 1	48 25
	Voice Operations	Gail Christiansen	1 0	0 0	1 0

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Transportation

			Low	Medium	MIR Total
Transportation	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		597 91	5 4	602 95
Customer Company Total			597 91	5 4	602 95

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Transportation	Application Services	Danielle Hood	14 19.81	3 14.31	17 18.84
		Dustin Crump	15 14.11	0 0.00	15 14.11
		Tony Larsen	2 1.06	0 0.00	2 1.06
		Assigned to Individual Total	**31 15.85**	**3 14.31**	**34 15.71**
	Enterprise Security	Dan Cook	1 11.26	0 0.00	1 11.26
		Jed Johnson	2 4.55	0 0.00	2 4.55
		Sharon Smith	2 12.02	0 0.00	2 12.02
		Assigned to Individual Total	**5 8.88**	**0 0.00**	**5 8.88**
	Help Desk	Brenda Treadway	28 0.59	0 0.00	28 0.59
		Dawn Wayment	1 4.24	0 0.00	1 4.24
		Eileen Dubach	10 1.33	0 0.00	10 1.33

Transportation

			Low	Medium	ATTIR Total
Transportation	Help Desk	James Stearns	11 0.25	0 0.00	11 0.25
		Julie VanBeekum	26 1.85	0 0.00	26 1.85
		Sarah Johnson	1 0.70	0 0.00	1 0.70
		Vicky Marrelli	18 1.10	0 0.00	18 1.10
		Assigned to Individual Total	95 1.11	0 0.00	95 1.11
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Edward Fortner	2 0.00	0 0.00	2 0.00
		Liz Evans	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	4 0.00	0 0.00	4 0.00
	Metro B Help Desk	Val Shepherd	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 0.00	0 0.00	1 0.00
		Diane Christensen	38 0.11	0 0.00	38 0.11
		Karen Gross	61 0.27	0 0.00	61 0.27

Transportation

			Low	Medium	ATTIR Total
Transportation	Metro C Help Desk	**Assigned to Individual Total**	100 0.21	0 0.00	100 0.21
	Metro C Hosting	Jason Wihongi	1 4.59	0 0.00	1 4.59
		Assigned to Individual Total	1 4.59	0 0.00	1 4.59
	Metro C West Desktop Support	Cody Flanders	4 0.02	0 0.00	4 0.02
		Hal Wold	3 0.26	0 0.00	3 0.26
		Jeff Bench	24 0.12	0 0.00	24 0.12
		Mike Larsen	4 0.19	0 0.00	4 0.19
		Shane Squire	17 0.54	0 0.00	17 0.54
		Shellie Ramsay	12 0.02	0 0.00	12 0.02
		Torrens Arnold	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	65 0.21	0 0.00	65 0.21
	Network Operations	Jesse Fausett	0 0.00	1 0.08	1 0.08
		Assigned to Individual Total	0 0.00	1 0.08	1 0.08
	PCHELPS Gmail	Chris Olson	3 0.00	0 0.00	3 0.00

Transportation

			Low	Medium	ATTIR Total
Transportation	PCHELPS Gmail	Assigned to Individual Total	3 0.00	0 0.00	3 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 0.00	0 0.00	1 0.00
		Jessica Purcell	3 0.00	0 0.00	3 0.00
		Randy Graham	60 0.08	0 0.00	60 0.08
		Richard Packer	14 0.00	0 0.00	14 0.00
		Todd Hardy	8 0.12	0 0.00	8 0.12
		Assigned to Individual Total	86 0.06	0 0.00	86 0.06
	Rural North Desktop Support	Lori Hartzell	1 0.41	0 0.00	1 0.41
		Robert Stock	19 1.40	0 0.00	19 1.40
		Rodney Peterson	2 0.78	0 0.00	2 0.78
		Wayne Higgs	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	24 1.19	0 0.00	24 1.19
	Rural South Desktop Support	Doug Chaston	27 0.00	0 0.00	27 0.00
		Doug Thornton	3 0.36	0 0.00	3 0.36

Transportation

			Low	Medium	ATTIR Total
Transportation	Rural South Desktop Support	Joel Finlinson	97 0.28	0 0.00	97 0.28
		Lance Nay	1 0.28	0 0.00	1 0.28
		Scott Jesienouski	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	129 0.22	0 0.00	129 0.22
	Strategic Communications	Dennis Rogers	4 0.25	0 0.00	4 0.25
		Assigned to Individual Total	4 0.25	0 0.00	4 0.25
	Technical Lead/Project Manager	Corona Ngatuvai	3 0.36	0 0.00	3 0.36
		Danielle Hood	5 1.90	1 9.11	6 3.10
		John Stephenson	9 3.62	0 0.00	9 3.62
		Mark Lowe	3 0.20	0 0.00	3 0.20
		Mart Gardner	21 4.58	0 0.00	21 4.58
		Martin Gonzalez	6 2.83	0 0.00	6 2.83
		Assigned to Individual Total	47 3.34	1 9.11	48 3.46
	Voice Operations	Gail Christiansen	1 0.13	0 0.00	1 0.13

Transportation

			Low	Medium	ATTIR Total
Transportation	Voice Operations	Romanza Hamblin Sorensen	1 0.37	0 0.00	1 0.37
		Assigned to Individual Total	2 0.25	0 0.00	2 0.25
	Assigned Group Total		597 1.51	5 10.42	602 1.58
Customer Company Total			597 1.51	5 10.42	602 1.58

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Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MR Total**
Transportation	Application Services	Danielle Hood	14 12	3 2	17 14
		Dustin Crump	15 11	0 0	15 11
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	31 23	3 2	34 25
	Enterprise Security	Dan Cook	1 1	0 0	1 1
		Jed Johnson	2 2	0 0	2 2
		Sharon Smith	2 2	0 0	2 2
		Assigned to Individual Total	5 5	0 0	5 5
	Help Desk	Brenda Treadway	28 1	0 0	28 1
		Dawn Wayment	1 1	0 0	1 1
		Eileen Dubach	10 2	0 0	10 2

Transportation

			Low	Medium	MR Total
Transportation	Help Desk	James Stearns	11	0	11
			1	0	1
		Julie VanBeekum	26	0	26
			3	0	3
		Sarah Johnson	1	0	1
			1	0	1
		Vicky Marrelli	18	0	18
			1	0	1
		Assigned to Individual Total	95	0	95
			10	0	10
	Metro A Help Desk	Ed Conrad	1	0	1
			0	0	0
		Edward Fortner	2	0	2
			0	0	0
		Liz Evans	1	0	1
			0	0	0
		Assigned to Individual Total	4	0	4
			0	0	0
	Metro B Help Desk	Val Shepherd	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Metro C Help Desk	Chris Olson	1	0	1
			0	0	0
		Diane Christensen	38	0	38
			0	0	0
		Karen Gross	61	0	61
			2	0	2

Transportation

			Low	Medium	MR Total
Transportation	Metro C Help Desk	**Assigned to Individual Total**	100 2	0 0	100 2
	Metro C Hosting	Jason Wihongi	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C West Desktop Support	Cody Flanders	4 0	0 0	4 0
		Hal Wold	3 0	0 0	3 0
		Jeff Bench	24 2	0 0	24 2
		Mike Larsen	4 0	0 0	4 0
		Shane Squire	17 4	0 0	17 4
		Shellie Ramsay	12 0	0 0	12 0
		Torrens Arnold	1 0	0 0	1 0
		Assigned to Individual Total	65 6	0 0	65 6
	Network Operations	Jesse Fausett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	PCHELPS Gmail	Chris Olson	3 0	0 0	3 0

Transportation

			Low	Medium	MR Total
Transportation	PCHELPS Gmail	**Assigned to Individual Total**	3 0	0 0	3 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0
		Jessica Purcell	3 0	0 0	3 0
		Randy Graham	60 0	0 0	60 0
		Richard Packer	14 0	0 0	14 0
		Todd Hardy	8 0	0 0	8 0
		Assigned to Individual Total	86 0	0 0	86 0
	Rural North Desktop Support	Lori Hartzell	1 0	0 0	1 0
		Robert Stock	19 2	0 0	19 2
		Rodney Peterson	2 0	0 0	2 0
		Wayne Higgs	2 0	0 0	2 0
		Assigned to Individual Total	24 2	0 0	24 2
	Rural South Desktop Support	Doug Chaston	27 0	0 0	27 0
		Doug Thornton	3 0	0 0	3 0

Transportation

			Low	Medium	MR Total
Transportation	Rural South Desktop Support	Joel Finlinson	97 1	0 0	97 1
		Lance Nay	1 0	0 0	1 0
		Scott Jesienouski	1 0	0 0	1 0
		Assigned to Individual Total	129 1	0 0	129 1
	Strategic Communications	Dennis Rogers	4 2	0 0	4 2
		Assigned to Individual Total	4 2	0 0	4 2
	Technical Lead/Project Manager	Corona Ngatuvai	3 0	0 0	3 0
		Danielle Hood	5 1	1 1	6 2
		John Stephenson	9 4	0 0	9 4
		Mark Lowe	3 0	0 0	3 0
		Mart Gardner	21 8	0 0	21 8
		Martin Gonzalez	6 1	0 0	6 1
		Assigned to Individual Total	47 14	1 1	48 15
	Voice Operations	Gail Christiansen	1 0	0 0	1 0

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Transportation

			Low	Medium	MR Total
Transportation	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		597 65	5 3	602 68
Customer Company Total			597 65	5 3	602 68

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Transportation	Application Services	Danielle Hood	14 27.06	3 16.03	17 25.11
		Dustin Crump	15 15.05	0 0.00	15 15.05
		Tony Larsen	2 3.09	0 0.00	2 3.09
		Assigned to Individual Total	31 19.70	3 16.03	34 19.38
	Enterprise Security	Dan Cook	1 12.71	0 0.00	1 12.71
		Jed Johnson	2 12.07	0 0.00	2 12.07
		Sharon Smith	2 13.64	0 0.00	2 13.64
		Assigned to Individual Total	5 12.83	0 0.00	5 12.83
	Help Desk	Brenda Treadway	28 0.87	0 0.00	28 0.87
		Dawn Wayment	1 16.02	0 0.00	1 16.02
		Eileen Dubach	10 2.83	0 0.00	10 2.83

Transportation

			Low	Medium	ATTR Total
Transportation	Help Desk	James Stearns	11 0.88	0 0.00	11 0.88
		Julie VanBeekum	26 3.13	0 0.00	26 3.13
		Sarah Johnson	1 6.31	0 0.00	1 6.31
		Vicky Marrelli	18 2.33	0 0.00	18 2.33
		Assigned to Individual Total	95 2.20	0 0.00	95 2.20
	Metro A Help Desk	Ed Conrad	1 0.43	0 0.00	1 0.43
		Edward Fortner	2 0.00	0 0.00	2 0.00
		Liz Evans	1 0.45	0 0.00	1 0.45
		Assigned to Individual Total	4 0.22	0 0.00	4 0.22
	Metro B Help Desk	Val Shepherd	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 0.00	0 0.00	1 0.00
		Diane Christensen	38 0.16	0 0.00	38 0.16
		Karen Gross	61 0.47	0 0.00	61 0.47

Transportation

			Low	Medium	ATTR Total
Transportation	Metro C Help Desk	**Assigned to Individual Total**	100 0.35	0 0.00	100 0.35
	Metro C Hosting	Jason Wihongi	1 4.59	0 0.00	1 4.59
		Assigned to Individual Total	1 4.59	0 0.00	1 4.59
	Metro C West Desktop Support	Cody Flanders	4 0.88	0 0.00	4 0.88
		Hal Wold	3 1.55	0 0.00	3 1.55
		Jeff Bench	24 2.89	0 0.00	24 2.89
		Mike Larsen	4 1.05	0 0.00	4 1.05
		Shane Squire	17 2.92	0 0.00	17 2.92
		Shellie Ramsay	12 0.27	0 0.00	12 0.27
		Torrens Arnold	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	65 2.07	0 0.00	65 2.07
	Network Operations	Jesse Fausett	0 0.00	1 0.93	1 0.93
		Assigned to Individual Total	0 0.00	1 0.93	1 0.93
	PCHELPS Gmail	Chris Olson	3 0.00	0 0.00	3 0.00

Transportation

			Low	Medium	ATTR Total
Transportation	PCHELPS Gmail	**Assigned to Individual Total**	3 0.00	0 0.00	3 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 1.01	0 0.00	1 1.01
		Jessica Purcell	3 0.00	0 0.00	3 0.00
		Randy Graham	60 0.08	0 0.00	60 0.08
		Richard Packer	14 1.23	0 0.00	14 1.23
		Todd Hardy	8 1.06	0 0.00	8 1.06
		Assigned to Individual Total	86 0.33	0 0.00	86 0.33
	Rural North Desktop Support	Lori Hartzell	1 0.41	0 0.00	1 0.41
		Robert Stock	19 2.59	0 0.00	19 2.59
		Rodney Peterson	2 1.55	0 0.00	2 1.55
		Wayne Higgs	2 0.37	0 0.00	2 0.37
		Assigned to Individual Total	24 2.24	0 0.00	24 2.24
	Rural South Desktop Support	Doug Chaston	27 0.00	0 0.00	27 0.00
		Doug Thornton	3 0.54	0 0.00	3 0.54

Transportation

			Low	Medium	ATTR Total
Transportation	Rural South Desktop Support	Joel Finlinson	97 0.29	0 0.00	97 0.29
		Lance Nay	1 0.28	0 0.00	1 0.28
		Scott Jesienouski	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	129 0.23	0 0.00	129 0.23
	Strategic Communications	Dennis Rogers	4 7.76	0 0.00	4 7.76
		Assigned to Individual Total	4 7.76	0 0.00	4 7.76
	Technical Lead/Project Manager	Corona Ngatuvai	3 0.68	0 0.00	3 0.68
		Danielle Hood	5 2.75	1 9.32	6 3.85
		John Stephenson	9 4.94	0 0.00	9 4.94
		Mark Lowe	3 1.20	0 0.00	3 1.20
		Mart Gardner	21 6.21	0 0.00	21 6.21
		Martin Gonzalez	6 3.60	0 0.00	6 3.60
		Assigned to Individual Total	47 4.59	1 9.32	48 4.69
	Voice Operations	Gail Christiansen	1 0.92	0 0.00	1 0.92

Transportation

			Low	Medium	ATTR Total
Transportation	Voice Operations	Romanza Hamblin Sorensen	1 0.43	0 0.00	1 0.43
		Assigned to Individual Total	2 0.67	0 0.00	2 0.67
	Assigned Group Total		597 2.39	5 11.67	602 2.47
Customer Company Total			597 2.39	5 11.67	602 2.47

Transportation

Detail

INC000000577297	Anthony Earley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	
INC000000594137	Elise Clark	Application	None	Novell GroupWise		TIR Missed: Yes	1.42
Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	4.91
INC000000594424	Kelly Andrew	Network	Error	None		TIR Missed: Yes	1.85
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.93
INC000000600389	Alan L Nielsen	PC/Laptop	Hardware	None		TIR Missed: Yes	1.55
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	1.55
INC000000601252	Kristi Barney	Application	Error	Internet Explorer		TIR Missed: No	0.11
Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	2.58
INC000000601435	Neil Petrick	Network	Password	Microsoft Windows 7		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601454	Bob Westover	Network	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601467	Scott Snow	PC/Laptop	Password	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601558	Kathy Starks	Network	Incident	Microsoft Windows 7		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601617	Karen Paulsen	Application	None	Adobe Flash		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601626	Marva Braun	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601647	Scott Snow	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601667	Rod McDaniels	Application	Error	Acrobat Reader		TIR Missed: Yes	1.50
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	2.68
INC000000601683	Bonnie Bernardo	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601689	Jim Phillips	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000601690	Kirk Thornock	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000601733	Michael Stuart	Application	Password	Utah Master Directory	TIR Missed: No	0.02
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.59
INC000000601762	Jamie Mackey	Application	None	Utah Master Directory	TIR Missed: No	0.29
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	5.26
INC000000601881	Dian McGuire	Application	None	None	TIR Missed: No	0.09
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	2.24
INC000000601957	Cheri Guertler	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602017	Cody Bassett	PC/Laptop	None	None	TIR Missed: No	0.47
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.08
INC000000602034	Ted Madden	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602037	Jared Jeffs	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602041	Layne Brown	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602044	Dwaine Webber	Application	Error	Gmail	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602048	Phil North	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602086	Cindy Wright	Print/Copy/Scan/Fax	Error Code	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602139	Chris Newman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602209	Kelly Barrett	Application	Password	PGP	TIR Missed: Yes	11.31
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: Yes	12.68
INC000000602288	Susan Sasser	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602457	Cheri Guertler	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000602916	Clayton Weaver	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.49
INC000000602920	Marco Palacios	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.49

Transportation

INC000000602980	Jeremy Bown	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.92
INC000000602981	Michelle Lindgren	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.08
INC000000603027	Catherine Higgins	PC/Laptop	Hardware	None	TIR Missed: No	0.32
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.32
INC000000603070	Paul Harper	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603081	Susan Sasser	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603188	Kaylena Pizzo	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603204	Brandi Trujillo	Application	None	Novell GroupWise	TIR Missed: Yes	12.92
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	37.98
INC000000603217	Leona Dalley	EIS Hardware	None	None	TIR Missed: No	0.28
	Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed: Yes	17.04
INC000000603219	Ahmad Jaber	Application	None	Gmail	TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	1.76
INC000000603257	Abdul Wakil	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603302	Joshua Sletten	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603347	Christopher Lizotte	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.77
INC000000603354	Stacie Paskett	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.80
INC000000603375	Luke Seegmiller	Network	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603387	Tracy Kirkham	Application	Error	Microsoft Office 2003 Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603390	Daryl Friant	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603396	Kirk Thornock	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000603403	Jami Gentry	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603406	Wendy Nez	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603409	Kayde Roberts	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603448	Del Atkinson	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603597	Rob Clayton	Application	None	Adobe Reader	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603722	Wendy Nez	Network	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603749	Randy D Smith	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.78
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.78
INC000000603804	Tammy Misrasi	Remote Connectivity	Password	None	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.49
INC000000603811	Tammy Misrasi	Wireless Connectivity	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.42
INC000000603828	Kim Robins	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603908	Gena Nielson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603915	Cali Bastow	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603928	Julene Thompson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603969	Cindy Wright	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000603971	Randy Dolinski	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604034	Tami Timothy	Telecom	Feature	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604037	Margaret Gish	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000604038	Kenneth Knowlden	Application	Password	Utah Master Directory	TIR Missed: No	0.08
Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.08
INC000000604048	Brian Allen	Application	None	Acrobat Reader	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604057	Jim Golden	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604068	Janice Poole	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604070	JT Dziatlik	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604091	Paul Damron	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604097	Craig Hamilton	Application	Error	JavaPC	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604101	Bill Larson	PC/Laptop	Performance	Microsoft Windows XP Profession	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604104	Daniel Avila	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604116	Eric Rasband	Network	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604168	Stuart Hoff	Telecom	Feature	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604171	Arty Johnson	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604198	Ervan Rhoades	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604240	Ileene Grundy	Network	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604351	Karen Yoast	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604482	Clinton McCleery	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000604505	Jay Cummings	Application	Password	Utah Master Directory	TIR Missed: No	0.08
Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.08

Transportation

INC000000604563	Jay Cummings	Application	Password	State Payroll Time Entry System	TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604564	John Singleton	Network	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed:	No	1.20
INC000000604580	Chet Johnson	Application	Error	Cisco AnyConnect VPN Client	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604586	David Adamson	Network	Error	Active Directory	TIR Missed:	Yes	4.59
Metro C Hosting	Jason Wihongi	Transportation	Low	Closed	TTR Missed:	No	4.59
INC000000604612	Chet Johnson	Application	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604615	Pam Salazar	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.05
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	2.73
INC000000604658	Becky Bradshaw	Application	Error	Gmail	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Transportation	Low	Closed	TTR Missed:	No	0.43
INC000000604684	Norma Daniels	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604686	Cherissa Wood	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604735	Jason L Simmons	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604739	Amber Routson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604745	Dian McGuire	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.03
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	0.03
INC000000604775	Richard C Clark	Application	Error	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604776	Brenda Hennefer	Application	Error	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604822	Brent Jessen	PC/Laptop	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000604944	Matt McCormick	Application	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	3.81
INC000000604970	Layne Brown	PC/Laptop	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000605086	Bret Anderson	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605091	Susan Sasser	Application	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605094	Nathan Lee	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605097	Jason Richins	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.61
INC000000605154	Matthew Swapp	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605159	Justin Connolly	Application	None	Gmail	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605179	Lynn Starley	Application	None	Novell GroupWise	TIR Missed: No	0.70
Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	1.26
INC000000605184	Mark Nisonger	Application	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605222	Bill Sube	Network	Incident	None	TIR Missed: No	0.41
Rural North Desktop Support	Lori Hartzell	Transportation	Low	Closed	TTR Missed: No	0.41
INC000000605269	Tamy Scott	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605272	Gregg Evans	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605306	Deni Archuleta	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605340	Dale Stapley	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605347	Paul Damron	Application	Error	ArcInfo	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605357	Darin Duersch	Application	Error	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	
INC000000605462	Jim Phillips	None	None	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605471	Jennifer Orton	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000605478	Lance Courtier	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605566	Susan Steed	Network	Password	Active Directory	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605618	Kimberly O'Reilly	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No	0.44
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	1.95
INC000000605637	Cindy Wright	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605707	Becky Mackelprang	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Transportation	Low	Closed	TTR Missed: No	0.09
INC000000605915	Lenee Trujillo	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605917	Jack Lyman	Application	Error	Project Development Business §	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605920	Anita Grover	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605921	Ken Talbot	Application	Reporting	Gmail	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605925	Chad Hansen	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605928	Jeff Baird	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605929	Craig Hancock	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605930	Wayne Cummings	Application	Password	Project Development Business §	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605947	Bill Nalli	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605948	Gary Lepic	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605950	Clayton Weaver	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605951	Tami Timothy	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000605952	Brad Jones	Network	Password	Employee Gateway		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000605955	Brad Hardesty	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606050	Roger Frantz	None	None	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606051	Scott Strader	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606058	Grant Farnsworth	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606062	Bill Porter	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606064	Andy Tzvetcoff	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606065	Kevin Francis	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Technical Lead/Project Manager	Corona Ngatuvai	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606066	Brian Leany	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606069	Laren Livingston	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606078	Merrell Jolley	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606079	Doug Calder	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606083	Troy Gunnell	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606095	Leah Jaramillo	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606127	Craig Conway	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	21.32
INC000000606131	Merrell Jolley	None	None	None		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mark Lowe	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606134	W Scott Jones	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mark Lowe	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000606141	W Scott Jones	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Corona Ngatuvai	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606157	Kevin Francis	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606160	Doug Calder	Application	Password	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606166	Jonathan Clegg	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606167	Pam Pala	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606171	Jami Gentry	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	5.78
INC000000606193	Christina Davis	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606200	Geoffrey Dupaix	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Transportation	Low	Closed	TTR Missed: No	0.89
INC000000606204	Suzanne Jones	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000606230	Ralph Hilsman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606231	Randy Park	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606244	Amber Routson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606261	Todd Finlinson	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606262	Danny Marble	Network	Password	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606269	Brett Butterfield	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606272	Richard H Jones	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606275	Brett Butterfield	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000606280	Clinton McCleery	Application	Error	Gmail			TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000606288	Susan Steed	Network	Password	Active Directory			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000606293	Bin Shi	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed: No	0.21
INC000000606300	Raymond S Meldrum	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000606303	Janice Billeter	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed: Yes	6.27
INC000000606317	Marsha Chaston	Network	Password	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000606349	Wendy Nez	Network	Password	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000606378	Adam Anderson	Application	None	Gmail			TIR Missed: Yes	4.10
	Metro C Help Desk	Karen Gross	Transportation	Low		Closed	TTR Missed: No	4.10
INC000000606399	Tony Parker	Billing	None	Gmail			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low		Closed	TTR Missed: No	0.12
INC000000606406	Danielle Herrscher	Application	Error	Gmail			TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000606417	Adam Anderson	None	None	Gmail			TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed: Yes	9.00
INC000000606440	Richard C Clark	Application	Password	Utah Master Directory			TIR Missed: Yes	1.04
	Help Desk	Brenda Treadway	Transportation	Low		Closed	TTR Missed: No	1.11
INC000000606442	Nicole Jaramillo	None	None	None			TIR Missed: Yes	3.71
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed: Yes	9.00
INC000000606446	Spencer Glazner	Mobile Devices	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low		Closed	TTR Missed: No	
INC000000606466	Pamela Moyer	None	None	None			TIR Missed: Yes	8.00
	Application Services	Dustin Crump	Transportation	Low		Closed	TTR Missed: Yes	8.00
INC000000606500	Troy Hyer	None	None	Gmail			TIR Missed: Yes	2.42
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low		Closed	TTR Missed: No	3.49
INC000000606506	Kevin Marshall	Application	Password	Utah Master Directory			TIR Missed: No	0.39
	Help Desk	Julie VanBeekum	Transportation	Low		Closed	TTR Missed: No	1.31

Transportation

Incident	Name	Type	Subtype	System			TIR Missed		Value
INC000000606519	Bill Smith	Application	None	Gmail			TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low		Closed	TTR Missed: No		3.14
INC000000606525	Jennifer Orton	Application	Password	Gmail			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606579	Ted Madden	Application	None	None			TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606589	Leonard Heaps	Application	None	None			TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606599	Rodney Terry	None	None	Gmail			TIR Missed: No		0.00
	PCHELPS Gmail	Chris Olson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606608	Gale Davis	Application	Error	Gmail			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606612	Sheri Uffens	Application	Password	Utah Master Directory			TIR Missed: Yes		1.45
	Help Desk	Brenda Treadway	Transportation	Low		Closed	TTR Missed: No		1.54
INC000000606617	Curt Flanigan	Application	None	None			TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606620	James Houston	Application	Password	Utah Master Directory			TIR Missed: Yes		1.53
	Help Desk	Brenda Treadway	Transportation	Low		Closed	TTR Missed: No		1.56
INC000000606652	Denice McCarthy	PC/Laptop	Hardware	None			TIR Missed: No		0.34
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed: No		0.34
INC000000606665	Janae Briggs	Application	Password	Gmail			TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606667	Jennifer Orton	Network	Password	Utah Master Directory			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606682	Shelley Milligan	PC/Laptop	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed: No		5.08
INC000000606685	Leah Jaramillo	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro A Help Desk	Edward Fortner	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606686	Janice Poole	None	None	Gmail			TIR Missed: No		0.77
	Technical Lead/Project Manager	John Stephenson	Transportation	Low		Closed	TTR Missed: No		3.67
INC000000606687	Terry Wiseman	Application	None	None			TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000606691	Jason Henrie	Application	Error	Gmail			TIR Missed: Yes		7.75
	Technical Lead/Project Manager	John Stephenson	Transportation	Low		Resolved	TTR Missed: Yes		8.40

Transportation

INC000000606696	Jamie Mackey	None	None	Gmail		TIR Missed: Yes	1.84
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed	TTR Missed: No	2.59
INC000000606698	Colby Hunt	Application	Password	Utah Master Directory		TIR Missed: Yes	1.96
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	1.96
INC000000606702	Glenn Tarrant	None	None	None		TIR Missed: Yes	7.55
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	7.66
INC000000606716	Aaron Watson	Application	Password	Gmail		TIR Missed: No	0.80
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.97
INC000000606736	Robert Haslam	None	None	None		TIR Missed: No	0.16
	Technical Lead/Project Manager	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	3.81
INC000000606745	Layne Brown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	25.93
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: Yes	25.93
INC000000606748	Shelley Milligan	None	None	Gmail		TIR Missed: Yes	1.17
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed	TTR Missed: No	3.77
INC000000606753	Bill Boyer	None	None	None		TIR Missed: No	0.70
	Help Desk	Sarah Johnson	Transportation	Low	Closed	TTR Missed: Yes	6.31
INC000000606759	Stanley Roberts	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606779	Pam Higgins	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606785	David Crawford	Network	None	Gmail		TIR Missed: Yes	1.37
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: Yes	7.33
INC000000606791	Brent Beach	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606814	Carla Freebairn	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606819	Jolene Ottley	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606833	Chuck Felice	Application	Error	Gmail		TIR Missed: No	0.05
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved	TTR Missed: No	3.47
INC000000606845	Jose Rodriguez	None	None	Gmail		TIR Missed: No	0.94
	Technical Lead/Project Manager	John Stephenson	Transportation	Low	Closed	TTR Missed: Yes	7.01
INC000000606852	Stephen Goodrich	None	None	Gmail		TIR Missed: Yes	3.44
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved	TTR Missed: No	3.44

Transportation

INC000000606864	Silvia Barbre	Application	Password	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606892	Neil Sharp	Application	Password	Utah Master Directory		TIR Missed: Yes	2.41
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	2.41
INC000000606916	Sheri Uffens	Application	Password	Gmail		TIR Missed: No	0.19
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: Yes	6.65
INC000000606917	Scott Mackelprang	Application	Password	Utah Master Directory		TIR Missed: Yes	2.42
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	2.43
INC000000606925	Austin Baysinger	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed	TTR Missed: No	2.78
INC000000606955	George Lukes	None	None	Gmail		TIR Missed: Yes	12.58
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	12.72
INC000000606960	Kathi Wilcox	Application	Password	Utah Master Directory		TIR Missed: Yes	3.93
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: Yes	7.27
INC000000606967	Stanley Roberts	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606970	Ed Pectol	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606976	Elizabeth Giraud	Application	Error	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606994	Mary Watson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.46
INC000000607004	Ken Berg	Mobile Devices	None	BlackBerry Configuration		TIR Missed: Yes	12.47
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	12.51
INC000000607022	Jeremy Bown	None	None	None		TIR Missed: Yes	2.13
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed	TTR Missed: No	3.90
INC000000607057	Jeremy Amar	None	None	Gmail		TIR Missed: No	0.35
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	5.49
INC000000607065	Doug Calder	Application	Password	Utah Master Directory		TIR Missed: Yes	2.67
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	2.67
INC000000607067	Tim Taylor	Application	None	Utah Master Directory		TIR Missed: Yes	3.84
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	3.84
INC000000607100	Tab Davis	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000607265	Brandi Trujillo	Application	None	Acrobat Reader		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000607272	Marc Sutton	Mobile Devices	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	3.74
INC000000607309	Jerry Arnold	None	None	Gmail		TIR Missed: Yes	11.26
Enterprise Security	Dan Cook	Transportation	Low	Closed		TTR Missed: Yes	12.71
INC000000607403	Jeremy Bown	None	None	Gmail		TIR Missed: Yes	3.31
Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed		TTR Missed: Yes	7.16
INC000000607410	Jon Bischoff	None	None	None		TIR Missed: Yes	3.26
Application Services	Dustin Crump	Transportation	Low	Closed		TTR Missed: No	3.26
INC000000607466	Austin LaRue	Application	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed		TTR Missed: No	1.24
INC000000607471	Jolene Sexton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed		TTR Missed: No	2.92
INC000000607481	Denice McCarthy	PC/Laptop	None	None		TIR Missed: No	0.42
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed		TTR Missed: No	2.87
INC000000607507	Joe Giralt	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Transportation	Low	Closed		TTR Missed: No	
INC000000607508	Tony Parker	None	None	Gmail		TIR Missed: No	0.23
Help Desk	Julie VanBeekum	Transportation	Low	Closed		TTR Missed: No	2.69
INC000000607511	Jose Rodriguez	Application	Password	Utah Master Directory		TIR Missed: No	0.26
Help Desk	Julie VanBeekum	Transportation	Low	Closed		TTR Missed: No	1.61
INC000000607554	Marjorie Rasmussen	Application	Error	Gmail		TIR Missed: Yes	9.74
Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed		TTR Missed: Yes	10.65
INC000000607563	Liyan Ren	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000607564	Doug Price	Application	None	Gmail		TIR Missed: No	0.12
Help Desk	Julie VanBeekum	Transportation	Low	Closed		TTR Missed: No	1.15
INC000000607588	Michael A Adams	Application	None	Gmail		TIR Missed: Yes	9.40
Technical Lead/Project Manager	John Stephenson	Transportation	Low	Resolved		TTR Missed: Yes	10.30
INC000000607590	Leslie M Peterson	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000607604	Jeffery Miller	Application	Error	Gmail		TIR Missed: Yes	9.34
Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved		TTR Missed: Yes	10.60

Transportation

INC000000607617	Larry Montoya	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000607634	Aaron Watson	Application	Error	Gmail		TIR Missed: Yes	9.20
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed	TTR Missed: Yes	10.49
INC000000607675	Brady Roberts	Application	Password	Utah Master Directory		TIR Missed: Yes	1.39
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	1.53
INC000000607758	Kent Whatcott	Application	Password	Utah Master Directory		TIR Missed: Yes	1.04
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	1.04
INC000000607766	Ervan Rhoades	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000607770	Cindy Elton	Application	Password	Utah Master Directory		TIR Missed: No	0.98
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.98
INC000000607776	Kent Whatcott	Application	Password	Gmail		TIR Missed: Yes	18.97
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	18.97
INC000000607789	David Adamson	Application	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000607821	Craig DeRose	Application	Error	Gmail		TIR Missed: No	0.72
	Technical Lead/Project Manager	John Stephenson	Transportation	Low	Closed	TTR Missed: No	0.72
INC000000607827	Leslie M Peterson	Application	None	Mozilla Firefox		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000607842	Chad Sheppick	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000607850	Mary Watson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.49
INC000000607880	Chuck Felice	Application	None	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: Yes	7.73
INC000000607915	Ron Wicks	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000607919	Nicolas Virgen	Application	Error	Gmail		TIR Missed: Yes	9.10
	Enterprise Security	Jed Johnson	Transportation	Low	Closed	TTR Missed: Yes	9.93
INC000000607920	Karen Wilding	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.43
INC000000607934	Karl Schmidt	None	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.78

| Transportation | | | | | | | | |

INC000000607946	Tracy Packwood	Application	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000607982	Gaye Babcock	None	None	Gmail		TIR Missed:	Yes	9.02
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed:	Yes	10.20
INC000000607986	Mindi Lake	None	None	Gmail		TIR Missed:	No	0.00
	Enterprise Security	Jed Johnson	Transportation	Low	Closed	TTR Missed:	Yes	14.21
INC000000608000	Colton Curtis	Application	None	Gmail		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed:	No	5.62
INC000000608001	Brandon Cloward	None	None	None		TIR Missed:	Yes	11.50
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	Yes	20.89
INC000000608054	Scott Woolsey	Application	Password	PGP		TIR Missed:	No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000608074	Rod McDaniels	Application	None	Gmail		TIR Missed:	Yes	11.50
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed:	Yes	18.97
INC000000608130	Wes Starkenburg	Application	None	Gmail		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000608174	Brent Wallwork	Application	Error	Gmail		TIR Missed:	No	0.85
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.85
INC000000608215	Danielle Herrscher	None	None	Gmail		TIR Missed:	Yes	12.71
	Technical Lead/Project Manager	John Stephenson	Transportation	Low	Resolved	TTR Missed:	Yes	13.06
INC000000608231	Jim McConnell	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000608250	Erick Cox	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000608261	Doug Price	Application	None	Utah Master Directory		TIR Missed:	No	0.51
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	2.60
INC000000608300	Kristi Barney	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000608316	Cathie Pappas	Application	None	Gmail		TIR Missed:	No	0.19
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.19
INC000000608332	Grant Farnsworth	Application	Password	Utah Master Directory		TIR Missed:	Yes	3.37
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	3.40
INC000000608398	Brad Dean	Application	Error	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed:	No	0.77

Transportation

INC000000608399	Colton Peterson	Application	Password	Utah Master Directory		TIR Missed: No	0.68
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	5.49
INC000000608445	George Leighton	Application	Error	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000608447	George Leighton	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000608479	Colton Peterson	Application	None	Gmail		TIR Missed: No	0.19
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	4.04
INC000000608496	Leslie M Peterson	None	None	Gmail		TIR Missed: Yes	10.35
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved	TTR Missed: Yes	15.70
INC000000608506	Anne Ogden	Application	Error	Gmail		TIR Missed: Yes	32.64
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	32.64
INC000000608531	Gaye Babcock	Application	None	Gmail		TIR Missed: Yes	33.02
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: Yes	39.66
INC000000608534	Christina Davis	Application	Password	Utah Master Directory		TIR Missed: No	0.19
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.19
INC000000608541	Ervan Rhoades	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000608560	Karyl Keanaaina	Application	Error	Gmail		TIR Missed: No	0.43
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed	TTR Missed: No	0.43
INC000000608611	Ryan Rankin	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
INC000000608680	Gary Steele	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	3.69
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	3.69
INC000000608685	Leigh Dethman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000608689	Wayne Jager	Network	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.83
INC000000608699	Aaron Watson	None	None	Gmail		TIR Missed: No	0.92
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Closed	TTR Missed: No	0.92
INC000000608707	Kailey Jackson	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000608794	Abdi Fatemi	None	None	Gmail		TIR Missed: Yes	14.14
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved	TTR Missed: Yes	14.14

Transportation

INC000000608815	Lynn Starley	None	None	Gmail		TIR Missed: Yes	14.01
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved	TTR Missed: Yes	14.01
INC000000608825	Trent H Nielsen	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000608849	A J Rogers	None	None	Gmail		TIR Missed: Yes	13.21
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	13.22
INC000000608860	Deloy Lebreton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Transportation	Low	Closed	TTR Missed: No	0.45
INC000000608891	Connie Simms	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000608954	James L Wheeler	Application	Password	Utah Master Directory		TIR Missed: No	0.35
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.35
INC000000608955	Cindy Elton	Application	Password	Utah Master Directory		TIR Missed: No	0.41
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.45
INC000000608965	Bryan Chamberlain	None	None	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.37
INC000000609001	Shawn Thompson	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.17
INC000000609064	Talen Nielsen	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000609067	Nate Peterson	Application	None	Gmail		TIR Missed: Yes	2.88
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	2.89
INC000000609068	David Burton Jr	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000609091	Nina Armijo	Application	Error	gmail		TIR Missed: Yes	2.74
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	4.85
INC000000609106	Roger Frantz	None	None	None		TIR Missed: No	0.32
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	2.02
INC000000609144	Cody Oppermann	Application	None	Gmail		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000609191	Laura Haney	Application	Error	Motor Carrier System		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000609217	Randy Sparkman	Application	None	Gmail		TIR Missed: Yes	8.42
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: Yes	9.16

Transportation

Incident	Name	Category 1	Category 2	Category 3	Priority	Status	TIR/TTR Missed	Value
INC000000609253	Clint Chaston	None	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low		Resolved	TTR Missed: No	
INC000000609257	Lynne Yocom	Application	Error	Utah Master Directory			TIR Missed: No	0.47
	Help Desk	Vicky Marrelli	Transportation	Low		Closed	TTR Missed: No	0.47
INC000000609263	Mike Hanni	None	None	None			TIR Missed: No	0.41
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Resolved	TTR Missed: No	0.41
INC000000609270	Kimberly O'Reilly	Application	None	Internet Explorer			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000609290	Mary Watson	None	None	Gmail			TIR Missed: No	0.33
	Technical Lead/Project Manager	John Stephenson	Transportation	Low		Resolved	TTR Missed: No	0.43
INC000000609298	Whitney Bentz	EIS Hardware	Printer	None			TIR Missed: No	0.33
	Strategic Communications	Dennis Rogers	Transportation	Low		Closed	TTR Missed: No	2.20
INC000000609339	Colton Curtis	Application	Password	Gmail			TIR Missed: Yes	4.24
	Help Desk	Dawn Wayment	Transportation	Low		Resolved	TTR Missed: Yes	16.02
INC000000609341	Lynn Bernhard	Application	Error	Gmail			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000609349	Lynne Yocom	Application	Error	Gmail			TIR Missed: Yes	29.81
	Application Services	Dustin Crump	Transportation	Low		Resolved	TTR Missed: Yes	29.81
INC000000609366	Abdi Fatemi	Application	Error	Gmail			TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low		Resolved	TTR Missed: Yes	39.53
INC000000609367	Sam Gines	Network	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low		Closed	TTR Missed: No	1.93
INC000000609470	Blake Gillies	Application	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000609474	Doug Croft	Application	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000609487	Marsha Chaston	PC/Laptop	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000609532	Colton Peterson	Application	Error	Gmail			TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000609565	Trent H Nielsen	Application	Error	TeamViewer			TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000609606	Abdi Fatemi	Application	Error	None			TIR Missed: Yes	7.90
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low		Resolved	TTR Missed: Yes	11.80

Transportation

INC	Name	Category	Type	Item			TIR/TTR Missed		Value
INC000000609617	Shauna Bergen	Telecom	Call Management	Telephone			TIR Missed: No		0.13
	Voice Operations	Gail Christiansen	Transportation	Low		Closed	TTR Missed: No		0.92
INC000000609658	Stephenie Johnson	None	None	None			TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000609661	Abdi Fatemi	None	None	None			TIR Missed: Yes		7.52
	Application Services	Dustin Crump	Transportation	Low		Closed	TTR Missed: Yes		7.52
INC000000609708	Whitney Bentz	EIS Hardware	Printer	None			TIR Missed: No		0.25
	Strategic Communications	Dennis Rogers	Transportation	Low		Closed	TTR Missed: No		1.59
INC000000609712	Doug Price	None	None	None			TIR Missed: Yes		34.56
	Application Services	Dustin Crump	Transportation	Low		Resolved	TTR Missed: Yes		34.56
INC000000609863	Jonathan Clegg	Application	Password	Utah Master Directory			TIR Missed: Yes		1.55
	Help Desk	Brenda Treadway	Transportation	Low		Closed	TTR Missed: Yes		8.99
INC000000609892	Lori Porter	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000609918	Barry Axelrod	Application	None	Gmail			TIR Missed: Yes		6.21
	Application Services	Danielle Hood	Transportation	Low		Closed	TTR Missed: Yes		6.31
INC000000609947	Pam Salazar	None	None	Gmail			TIR Missed: Yes		17.50
	Enterprise Security	Sharon Smith	Transportation	Low		Closed	TTR Missed: Yes		17.61
INC000000609962	A J Rogers	Mobile Devices	Error	iPhone			TIR Missed: Yes		2.54
	Application Services	Dustin Crump	Transportation	Low		Closed	TTR Missed: No		4.09
INC000000609966	Nathan Freestone	Application	Password	Gmail			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000609979	Michael Stuart	Application	Password	Microsoft Windows XP Professic			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000609990	Brian Nielsen	Network	Incident	Cisco AnyConnect VPN Client			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000609996	Trent H Nielsen	None	None	None			TIR Missed: Yes		40.92
	Application Services	Danielle Hood	Transportation	Low		Resolved	TTR Missed: Yes		50.30
INC000000610001	David Johnson	Application	Error	None			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000610063	Roger Myers	Application	Password	Utah Master Directory			TIR Missed: No		0.00
	Help Desk	James Stearns	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000610127	Weston Wilde	Telecom	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed: No		3.54

Transportation

INC000000610138	Robert Brown	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610144	Robert Brown	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610146	George Leighton	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610153	Faron Mitchell	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610252	Randall Taylor	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610257	Doug Price	Application	None	Gmail	TIR Missed: Yes	37.89
Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: Yes	38.74
INC000000610261	Larry Ivie	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610262	David Schwartz	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610326	DC Warnock	Application	Password	Utah Master Directory	TIR Missed: Yes	1.18
Technical Lead/Project Manager	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	1.56
INC000000610329	Tim Rose	Application	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.54
INC000000610346	Shane Barr	Application	Error	None	TIR Missed: No	0.84
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	1.53
INC000000610355	A J Rogers	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.28
Rural South Desktop Support	Lance Nay	Transportation	Low	Closed	TTR Missed: No	0.28
INC000000610372	Jeff Williams	Application	None	Gmail	TIR Missed: Yes	7.83
Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	7.91
INC000000610415	Randy Sparkman	Application	Password	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000610424	Mike L Christensen	Application	Error	Gmail	TIR Missed: No	0.05
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.14
INC000000610537	Troy Gunnell	Application	Password	Utah Master Directory	TIR Missed: No	0.01
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.09
INC000000610613	Howard Anderson	Application	None	Google Chrome	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

Incident	Name	Category	Type	Software/System		Priority	Status	TIR/TTR Missed	Hours
INC000000610634	Abdi Fatemi	Application	None	Gmail				TIR Missed: Yes	7.98
	Application Services	Danielle Hood	Transportation			Low	Closed	TTR Missed: Yes	7.98
INC000000610693	Rod Brocious	Application	Error	Gmail				TIR Missed: Yes	9.11
	Technical Lead/Project Manager	Danielle Hood	Transportation			Medium	Closed	TTR Missed: Yes	9.32
INC000000610701	DC Warnock	Application	Password	Gmail				TIR Missed: Yes	8.16
	Technical Lead/Project Manager	Danielle Hood	Transportation			Low	Closed	TTR Missed: Yes	8.39
INC000000610716	Karyl Keanaiana	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000610746	Lisa Anderson	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000610883	Luke Seegmiller	Application	Password	Gmail				TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000610938	Karyl Keanaiana	Application	Error	Gmail				TIR Missed: No	0.03
	Technical Lead/Project Manager	Mart Gardner	Transportation			Low	Resolved	TTR Missed: No	5.45
INC000000610949	Gary Kuhl	Application	Error	Gmail				TIR Missed: No	0.59
	Technical Lead/Project Manager	Mark Lowe	Transportation			Low	Closed	TTR Missed: No	3.60
INC000000611014	S Robert Johnson	Application	Error	Gmail				TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation			Low	Closed	TTR Missed: No	1.56
INC000000611028	Jeremy Price	Network	Incident	Microsoft Windows 7				TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000611048	Deborah Pilling	None	None	None				TIR Missed: Yes	59.37
	Application Services	Danielle Hood	Transportation			Low	Resolved	TTR Missed: Yes	59.39
INC000000611052	S Robert Johnson	None	None	Gmail				TIR Missed: No	0.86
	Help Desk	Vicky Marrelli	Transportation			Low	Closed	TTR Missed: No	1.12
INC000000611082	Ken Talbot	Application	Error	Gmail				TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000611091	Jared Jeffs	PC/Laptop	Hardware	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000611094	Michael K Jones	Application	Error	Gmail				TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000611100	Grant Jackson	PC/Laptop	Performance	Microsoft Windows XP Professic				TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation			Low	Closed	TTR Missed: No	0.00
INC000000611105	Mote Siufanua	Application	Error	Novell GroupWise				TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation			Low	Closed	TTR Missed: No	0.00

Transportation								

INC000000611108	Gary A Gibbs	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611110	Jack Lyman	Application	Error	electronic Project Management		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611112	Glen Wahlberg	Mobile Devices	Error	Gmail		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611116	Travis Garrett	Application	Error	Gmail		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611118	Dale Stapley	Application	Password	ProjectWise		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611126	Darren Vincent	Application	Password	Active Directory		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611168	Greg Searle	Mobile Devices	Error	Gmail		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611169	Tyson Larson	PC/Laptop	Error	Microsoft Windows 7		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611312	Kim Bowen	Network	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	4.34
INC000000611315	Chris Cowan	Network	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	4.35
INC000000611454	Lisa Martin	Application	Password	Gmail		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611477	Christina Davis	Application	Password	Utah Master Directory		TIR Missed:	No	0.14
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed:	No	0.14
INC000000611517	Liam Fitzgerald	Network	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	2.94
INC000000611520	Dee Stephens	Network	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	4.90
INC000000611546	Cindy Ingram	Application	Error	Gmail		TIR Missed:	Yes	70.34
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed:	Yes	70.34
INC000000611588	Sam Gines	Application	None	Gmail		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000611623	Max Conder	Application	Password	Gmail		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000611626	Jacob Ibanez	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000611631	Clint Penney	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000611678	Darren Mortensen	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000611682	Leonard Heaps	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000611698	Bruce Bailey	Application	Password	Utah Master Directory		TIR Missed: No	0.36
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.36
INC000000611711	Judie McDermott	None	None	Gmail		TIR Missed: Yes	5.66
	Technical Lead/Project Manager	Mart Gardner	Transportation	Low	Resolved	TTR Missed: No	5.66
INC000000611758	Doug Price	Application	None	Gmail		TIR Missed: Yes	4.26
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	4.26
INC000000611809	Ronald Williams	Application	Password	Utah Master Directory		TIR Missed: Yes	1.67
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	1.69
INC000000611813	Dan Kuhn	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000611888	Richard C Clark	None	None	Gmail		TIR Missed: Yes	6.53
	Enterprise Security	Sharon Smith	Transportation	Low	Resolved	TTR Missed: Yes	9.68
INC000000611909	Susan Sasser	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000611957	Judie McDermott	None	None	Gmail		TIR Missed: Yes	1.09
	Technical Lead/Project Manager	Corona Ngatuvai	Transportation	Low	Resolved	TTR Missed: No	2.04
INC000000611974	Brandi Trujillo	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000611981	Cindy Ingram	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612006	Kailey Jackson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612046	Mike Garcia	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612071	Kailey Jackson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000612074	Kathryn Warren	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612097	William J Powell	Application	Password	Utah Master Directory		TIR Missed: Yes	2.24
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	3.44
INC000000612100	Steve Bonner	Application	Password	Utah Master Directory		TIR Missed: Yes	2.21
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	3.41
INC000000612147	Nathan Merrill	Application	Error	Computer Aided Drafting and De		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612151	Lars Anderson	Application	Password	Utah Master Directory		TIR Missed: Yes	1.53
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	2.73
INC000000612183	Nathan Lee	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612241	Rex Crofts	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612328	Ivan Hartle	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000612337	Bruce Bailey	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000612395	Zane Yardley	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000612404	Shauna Ellis	Application	Password	Utah Master Directory		TIR Missed: No	0.02
	Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: Yes	7.50
INC000000612430	Bob Cook	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000612450	Phillip Peterson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.50
INC000000612452	Mark Allington	Application	Error	Gmail		TIR Missed: No	0.09
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	1.72
INC000000612488	Tim Worwood	Application	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000612504	Kirk Sherman	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000612522	Byron Stuart	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	0.24

Transportation							

INC000000612585	Justin Lazenby	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000612607	Corrine Rasmussen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.99
INC000000612632	Coby Glover	Application	Error	None		TIR Missed: Yes	1.04
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Resolved	TTR Missed: No	1.05
INC000000612721	Jason Stimpson	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.57
INC000000612801	PK Mohanty	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000612872	Todd Ovard	Network	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.45
INC000000612877	Chris Scribner	Application	Password	Utah Master Directory		TIR Missed: No	0.83
	Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.83
INC000000613016	Bill Smith	Application	Error	None		TIR Missed: Yes	4.75
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	5.11
INC000000613026	Lynda Seckletstewa	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613029	Craig DeRose	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613064	Mary Watson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.69
INC000000613070	Anne Ogden	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613113	Josh Glazier	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613138	Craig Hamilton	Network	Incident	Employee Gateway		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613143	Susan Austin	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613167	David N Peterson	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613172	Chris Siavrakas	Application	None	PGP		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.20

Transportation

INC000000613179	Tyson Larson	Application	Error	Employee Gateway		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613191	Neil Lundell	Application	Error	Google Chrome		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613196	Bill Mecham	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613215	Cali Bastow	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613216	Muriel Xochimitl	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613219	Bob Westover	Application	Error	Gmail		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613226	Ronald Hall	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613408	John Leonard	Application	None	Gmail		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613478	Vicki Townsend	PC/Laptop	Hardware	None		TIR Missed: No	0.18
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Resolved	TTR Missed: No	0.18
INC000000613505	Steven Bagley	None	None	None		TIR Missed: Yes	39.30
Application Services	Danielle Hood	Transportation		Low	Resolved	TTR Missed: Yes	39.31
INC000000613565	Chase Johnson	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Resolved	TTR Missed: No	
INC000000613584	Joe Kammerer	Application	Password	Utah Master Directory		TIR Missed: No	0.78
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No	0.85
INC000000613591	Joe Kammerer	Application	Password	Utah Master Directory		TIR Missed: No	0.23
Help Desk	James Stearns	Transportation		Low	Resolved	TTR Missed: No	0.23
INC000000613610	Scott Goodwin	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613627	Anne Ogden	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613742	Dale G Robins	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000613759	Scott Goodwin	Application	Error	electronic Project Management	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000613781	Jennifer Orton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613795	David Schwartz	Wireless Connectivity	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613843	Cindy Manchego	Application	None	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613854	Barry Sawsak	Print/Copy/Scan/Fax	Incident	Gmail	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613874	Mike Rymer	Application	Error	Gmail	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613878	Robert Woolsey	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613893	Steve Bonner	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613896	Michael Cole	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613907	David N Peterson	Application	Password	Google Chrome	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613909	Eric Hansen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000613995	Ron Parks	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614091	Monte Aldridge	Application	Error	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614225	Ofa Fonua	Application	Password	Utah Master Directory	TIR Missed: Yes	8.04
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: Yes	8.04
INC000000614279	Charles Larsen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614358	Glenn Burns	Application	None	Gmail	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614382	Branden Anderson	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614385	Kathy Vansickle	PC/Laptop	Error	None	TIR Missed: No	0.06
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	1.25

Transportation

Incident	Name	Category	Type	Product	TIR Missed		Value
INC000000614387	Mike L Christensen	None	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614410	Toni Butterfield	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professic	TIR Missed:	No	0.08
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: Yes	8.38
INC000000614412	Deni Archuleta	Application	None	Gmail	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614415	John Leonard	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614421	Cali Bastow	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.04
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: Yes	8.27
INC000000614424	Lynn Bernhard	Mobile Devices	None	Droid	TIR Missed:	Yes	8.25
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: Yes	8.25
INC000000614425	Lynn Bernhard	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.11
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed: No	1.09
INC000000614446	Brian Leany	Application	Password	Utah Master Directory	TIR Missed:	Yes	25.57
	Application Services	Danielle Hood	Transportation	Medium	Resolved	TTR Missed: Yes	30.64
INC000000614476	Penni Taylor	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.05
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.05
INC000000614491	Dale Stapley	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614492	Jose Rodriguez	Application	Reporting	Utah Master Directory	TIR Missed:	No	0.12
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	2.13
INC000000614532	Bill Boyer	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.01
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.05
INC000000614611	Rick Murdock	Application	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614673	Alan Dearden	PC/Laptop	Hardware	None	TIR Missed:	No	0.56
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed: No	0.98
INC000000614676	George Jay Simon	Application	Error	Google Chrome	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614734	Keith Meinhardt	Application	Error	Cisco AnyConnect VPN Client	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614862	Jeff Williams	Application	None	Gmail	TIR Missed:	Yes	4.56
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	4.56

Transportation

INC000000614880	Susan Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614932	Judie McDermott	Application	None	Gmail		TIR Missed: Yes	4.27
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	4.29
INC000000614935	David Burton Jr	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000614939	Max Conder	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615005	Wes Weston	None	None	Gmail		TIR Missed: No	0.42
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	4.21
INC000000615030	Scott T Jensen	Application	None	Gmail		TIR Missed: Yes	15.40
	Application Services	Danielle Hood	Transportation	Medium	Resolved	TTR Missed: Yes	15.51
INC000000615062	Leona Dalley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Transportation	Low	Resolved	TTR Missed: No	0.37
INC000000615063	Leona Dalley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Transportation	Low	Resolved	TTR Missed: No	0.37
INC000000615182	Jeff Erdman	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615216	Tim Taylor	Application	None	Gmail		TIR Missed: Yes	5.44
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	6.13
INC000000615327	Blake Gillies	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615332	Buc Murdoch	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615350	Dane Cooley	Application	Password	Utah Master Directory		TIR Missed: No	0.09
	Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.09
INC000000615403	Michael Cole	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615425	Richard C Clark	Application	Error	Internet Explorer		TIR Missed: No	0.08
	Network Operations	Jesse Fausett	Transportation	Medium	Resolved	TTR Missed: No	0.93
INC000000615455	Nicole Godfrey	EIS Hardware	None	None		TIR Missed: No	0.16
	Strategic Communications	Dennis Rogers	Transportation	Low	Resolved	TTR Missed: Yes	10.22
INC000000615572	Jose Rodriguez	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.97

Transportation

INC000000615595	Susan Sasser	Application	Error	Project Development Business !	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615600	Kerry Savage	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615627	Fara Williams	Application	None	WinZip	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615693	Roger Stephenson	Application	Password	Utah Master Directory	TIR Missed: No	0.37
	Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.37
INC000000615702	Mike Seng	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615721	Alana Spendlove	Application	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	4.39
INC000000615730	Ted Madden	Application	Error	MicroStation	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615820	Alan Dearden	Network	Incident	Microsoft Windows 7	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615839	Shawn Debenham	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615843	Doug Price	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615860	Roger Stephenson	Application	Password	Utah Master Directory	TIR Missed: No	0.38
	Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.38
INC000000615863	Cindy Manchego	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615890	Michael Bishop	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000615959	Kayde Roberts	Application	Password	Project Development Business !	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616003	Cory Pope	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616038	Roger Stephenson	PC/Laptop	Password	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616114	Stanley Roberts	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000616120	Tim Taylor	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.08
INC000000616151	Paul Johnson	Application	Password	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616167	Robert Dowell	PC/Laptop	Hardware	None	TIR Missed: Yes	1.43
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	5.02
INC000000616171	Debra Duggins	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616175	Brad Palmer	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616180	Mike Holts	Application	Password	Gmail	TIR Missed: No	0.30
Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.30
INC000000616202	Norma Daniels	PC/Laptop	Error	PGP	TIR Missed: No	0.03
Rural South Desktop Support	Doug Thornton	Transportation	Low	Resolved	TTR Missed: No	0.03
INC000000616252	Cathie Pappas	Application	Reporting	Gmail	TIR Missed: No	0.25
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.56
INC000000616344	Michael Blotter	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616347	Donna Beagley	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616527	Gregg Evans	Application	None	Microsoft Excel	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616551	Adam Anderson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616552	Eric Lyon	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616554	Justin Jar	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616583	Abdul Wakil	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616596	Shannon Abrams	Application	None	Gmail	TIR Missed: Yes	1.95
Application Services	Danielle Hood	Transportation	Medium	Resolved	TTR Missed: No	1.95
INC000000616745	Robert Newbold	Application	Password	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000616846	Dian McGuire	Application	None	Google Chrome	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616907	Glen Ames	Application	Password	Utah Master Directory	TIR Missed: No	0.21
Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.94
INC000000616933	Donna Beagley	Application	Error	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616937	Cindy Wright	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000616940	Tim Taylor	Application	Error	Gmail	TIR Missed: Yes	5.34
Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	5.49
INC000000616996	Glen Ames	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.26
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.26
INC000000617017	Jim Buckley	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617018	Joanna Gunderson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617033	Kaylena Pizzo	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.12
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	3.97
INC000000617117	Josh Peterson	Print/Copy/Scan/Fax	Incident	MicroStation	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617201	Jeremy Price	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617207	Jeff Baird	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617208	Matt Parker	Network	Incident	Active Directory	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617209	Phillip Pettersson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617269	Ryan Christison	Application	Password	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617285	Mark Daniels	Network	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000617292	Mindi Lake	Telecom	Voice Mail	Telephone	TIR Missed: No	0.37
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.43

Transportation

INC000000617297	Audrey Drawn Dansie	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved		TTR Missed: No	1.51
INC000000617298	Tim Boschert	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617300	Brent Jessen	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617301	Debra Duggins	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617303	Ron Parks	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617307	Corwin Christensen	Application	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617368	Paul West	Application	Error	Mozilla Firefox			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617373	Denice McCarthy	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved		TTR Missed: No	2.24
INC000000617424	Rumi Marsh	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved		TTR Missed: No	0.58
INC000000617434	Gary Steele	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Resolved		TTR Missed: No	1.01
INC000000617440	Craig Ide	Application	Password	Utah Master Directory			TIR Missed: No	0.03
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved		TTR Missed: No	1.23
INC000000617442	Travis Allred	Application	Password	Gmail			TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617453	Daniele Dearinger	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617474	Cindy Manchego	Application	None	Acrobat Reader			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617476	Robert A Stoddard	Application	None	Utah Master Directory			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617510	Nick Romero	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000617535	Jeffery Saddler	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved		TTR Missed: No	0.00

Transportation

INC000000617536	Danielle Herrscher	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000617546	Teri Newell	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	0.22
INC000000617669	Troy Gunnell	Application	Password	Utah Master Directory		TIR Missed:	No	0.02
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed:	No	0.17
INC000000617676	Brenda Hennefer	Application	Error	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed:	No	1.97
INC000000617726	Chris Newman	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000617782	Shauna Bergen	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000617886	Craig DeRose	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed:	No	2.40
INC000000618005	Michael Cuthbert	Application	Reporting	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed:	No	0.00